



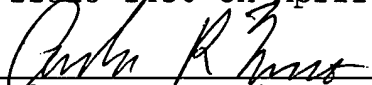
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Notice of Allowance dated: 03/17/2006  
Confirmation No. : 4873

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Examiner : William Deane, Jr.  
Attorney's Docket : DAVOX-159XX  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: MAIL STOP ISSUE FEE, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 28, 2006.

By   
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

LETTER TO THE CHIEF DRAFTSMAN

MAIL STOP ISSUE FEE  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

Pursuant to the Notice of Allowance dated March 17, 2006, submitted herewith in the above-identified application are formal drawings.

In re Application of : Gene W. Lee  
Serial No.: 09/203,965  
Filed: December 2, 1998


-2-

Kindly approve and substitute these formal drawings for the ones currently on file as appropriate, and charge any costs associated therewith to Patent and Trademark Office Account No. 02-3285. Triplicate copies of this transmittal letter are enclosed.

Respectfully submitted,

Gene W. Lee

By

  
\_\_\_\_\_  
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

Bourque & Associates, P.A.  
835 Hanover Street  
Suite 301  
Manchester, NH 03104

Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: April 28, 2006

Enclosures



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Examiner : William Deane, Jr.  
Attorney's Docket : DAVOX-159XX  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on 4-28-06.

By Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

NOTIFICATION OF LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS

Mail Stop Issue Fee  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status, but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicants

Bourque & Associates, P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03101  
Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: 4-28-06